

LIBRARY PLAN OF SERVICE

1. Executive Summary

The Library's Plan of Service for the Dorris Library is a combination of improved general library services that are provided in all Siskiyou County Library branches and services that will be specifically for Butte Valley residents. General library services include administrative support, staffing, circulation of cataloged and uncataloged materials, an integrated catalog, electronic databases, interlibrary loan and reference assistance.

Services that will be provided at the Dorris Library that are not provided at all branch libraries are based on the expressed needs of Butte Valley residents. They will include the following:

Children's story times and other programs. A regular story time will be held weekly, and summer reading programs will be provided.

Toy Library. This service is offered in cooperation with the Siskiyou County Child Care Council. Parents and childcare providers may select toys from the Council's catalog and have them delivered to their local branch library.

Young adult services. The Dorris Library will have a designated area that is intended to appeal to young adults. Its YA fiction collection will be larger than that of other branch libraries, in a particular effort to attract middle and high school students to this library. A greater than normal effort will also be made to provide entertainment materials and programs for this age group.

Homework Center. In partnership with the Butte Valley School District, the library will provide an after school Homework Center during the school year in its Multipurpose Room.

Spanish Language and Bilingual Collection. The County Library will apply for grant funds to purchase a collection of materials that are either in Spanish or bilingual, to meet the needs of Spanish speaking adults and children in Butte Valley.

Literacy Collection and Programs. The School District Board and the Butte Valley Community Team are particularly concerned that the library meet the needs of community members that need to improve their reading, math and computer skills. The library will work with those groups to provide appropriate materials and programs.

Multiple Purpose Room. This space will be provided for the Homework Center, and for the use of any community groups or organizations that wish to hold public meetings or provide programs. Use of the room for cultural and educational programs will be actively encouraged by the Friends of the Library and the library staff.

The goals that the library has set in the Plan of Service are:

GOAL 1: Increase the usefulness of the library for Butte Valley residents

Objectives:

Develop the library's collection in accord with the expressed needs of the community.

Provide more space for general use

Provide a Homework Center

Provide a Multipurpose Room to meet many of the needs expressed by the Community

Develop programs, or partner with other organizations to provide programs that meet the needs of the community.

GOAL 2: Improve the library's image in Butte Valley.

Objectives:

Provide an attractive building that is a pleasure to visit

Locate the library on a visible and convenient site

Respond to expressed needs of the community

Improve public relations by distributing information about library collections, services and programs

GOAL 3: Improve the quality of life for residents of Butte Valley

Objectives:

Encourage lifelong learning by providing materials and program opportunities to Butte Valley residents

Encourage literacy improvement through collection development and educational programs

Improve the recreational opportunities available in Butte Valley

Provide cultural programs for Butte Valley Residents

Plans for the new Dorris Library are ambitious, considering the economic conditions in Siskiyou County and particularly in Butte Valley. Enthusiasm for this project is very high, though, and the people who have given time, thought and funding to making the new library a reality are extremely eager to assist in its success.

2. Mission Statement:

Siskiyou County Library's primary mission is to provide access for all residents to information and to recreational reading. To fulfill this mission, library staff collect, catalog and organize materials; provide assistance to library patrons in the use of materials; provide access to books and information from other sources; and maintain safe, clean, useful facilities. Related efforts of the library include programs, collection of multimedia materials, and access to services of the North State Cooperative Library system.

Vision Statement from the 1996 *Siskiyou County Library Strategic Directions Initiative*:

Siskiyou County Library will facilitate lifelong learning and improve the quality of life for all residents. The library will provide, in accessible appealing facilities, a balance of new and preserved materials, and information services that lead its communities to new frontiers of intellectual life.

To meet this vision, the Strategic Planning Committee of the Siskiyou County Library recommends:

- A detailed plan for a county-wide library system;
- An active presence by the Library in communities throughout the county with attractive facilities, accessible hours, and options for new technologies;
- An adequate number of trained staff;
- Programs and a varied collection of books and reference materials to reach community groups;
- Partnerships with local communities, schools, businesses and other public and private agencies who actively support the vision of the library;
- Sufficient, diverse and reliable funding sources to support the vision.

3. Goals and objectives:

Based on the Community Needs Assessment, the following goals, objectives, roles and service indicators for this project have been developed:

GOAL 1: Increase the usefulness of the library for Butte Valley residents

Objectives:

Develop the library's collection in accord with the expressed needs of the community.

ROLES: Traditionally, collection development has been managed by librarians that work in Yreka, and the library collection is distributed to branches by their determinations. For the Dorris Library, the library manager and the public will have more input. Specifically, a Spanish Language collection will be developed with grant funding and selections made by members of the Butte Valley Hispanic community working with the library manager and the adult and children's librarians. A CD and video collection will be developed with grant funding and input from students, seniors and other interested Butte Valley residents.

SERVICE INDICATORS: Circulation of materials will be evaluated in all areas.

Provide more space for general use

ROLES: City of Dorris will provide a library facility that has adequate space.

SERVICE INDICATORS: Library patrons will spend more time in the library. The current average stay is about 15 minutes. That will increase to and more patrons will visit the library. After school use will increase.

Provide a Homework Center

ROLES: The Butte Valley School District will operate the Homework Center in the Library's Multipurpose Room. Staff and volunteers will provide tutoring to students K-12 that need assistance with specific assignments or general reading, writing, computer and math difficulties.

SERVICE INDICATORS: The number of Students that attend the Homework Center will be counted, and they will be surveyed about the assistance it provides.

Provide a Multipurpose Room to meet many of the needs expressed by the Community

ROLES: Many community and county organizations are partners in making effective use of the Multipurpose Room. The School District is a committed partner, but others include the community colleges, the local preschool and the Butte Valley Community Team.

SERVICE INDICATORS: The number and types of uses of the Multipurpose Room will be recorded.

Develop programs, or partner with other organizations to provide programs that meet the needs of the community.

ROLES: The County Library, the local library manager and other community and county organizations.

SERVICE INDICATORS: The number and types of programs provided in the library and its Multipurpose Room will be recorded.

GOAL 2: Improve the library's image in Butte Valley.

Objectives:

Provide an attractive building that is a pleasure to visit

ROLES: The City of Dorris is applying for this and other grants in an effort to build a functional and attractive library building. Local artists have indicated their willingness to provide art for the new building.

SERVICE INDICATORS: The library will be built by the City and operated by the Siskiyou County Library.

Locate the library on a visible and convenient site

ROLES: The California Oregon Telecommunications Company donated property (plus \$72,000) that is close to community schools and the local medical clinic. It is a convenient and highly visible site.

SERVICE INDICATORS: NA

Respond to expressed needs of the community

ROLES: The Dorris Library manager will take primary responsibility for continuing active dialog with community groups in Butte Valley. She will provide information to the County Librarian to assure that the community needs are met as much as possible.

Improve public relations by distributing information about library collections, services and programs

ROLES: The Dorris Library manager will be primarily responsible for distributing information about the library locally. The excellent relationship between the library and the Klamath Falls, Oregon newspaper will facilitate this effort.

SERVICE INDICATORS: The number of flyers, public service announcements and articles that are posted and published will indicate the extent of the efforts. Library use and program attendance will indicate their success.

GOAL 3: Improve the quality of life for residents of Butte Valley

Objectives:

Encourage lifelong learning by providing materials and program opportunities to Butte Valley residents

ROLES: The library staff, community groups and the public will work together to assure that the library provides appropriate materials.

SERVICE INDICATORS: Library usage of nonfiction materials will be monitored, and surveys will be taken annually for patron feedback.

Encourage literacy improvement through collection development and educational programs

ROLES: The School District Board and staff will assist the library in selecting materials and providing literacy classes and programs.

SERVICE INDICATORS: Statistics on number of materials and their usage, plus statistics on program attendance, will be maintained. Patrons will be surveyed annually concerning the library's role in their efforts.

Improve the recreational opportunities available in Butte Valley

ROLES: The Siskiyou County Library intends to obtain grant funds to improve the video and book on cassette collection in the Dorris Library, and establish a CD collection. The library manager will work with the public to recommend appropriate materials.

SERVICE INDICATORS: Circulation of the new materials will indicate their popularity.

Provide cultural programs for Butte Valley Residents

ROLES: The Dorris Library manager has contacted area musicians and artists who are interested in providing programs in the library's new Multipurpose Room. Other organizations may also provide programs.

SERVICE INDICATORS: Numbers and types of programs, and the number of attendees, will be recorded.

The Community Needs Assessment for this project endeavored to reach many different populations in Butte Valley, determine their interests, and discuss with them the ways in which a new library can meet their needs. The specific populations reached and their expressed interests are:

Students, the School Board and Teachers:

After school tutoring and computer access

More computers

More reference materials

Literacy and ESL classes and materials for parents

Better hours

Location closer to schools

More entertainment videos and CD's

More space for class visits and studying

Food and Drink

Transportation to the library on Saturdays for students who live outside of Dorris

Seniors

More opportunities for youth

- More space for reading and studying
- CD's
- More books and videos
- A meeting room with kitchen
- Cultural programs

Hispanics

- A collection of materials that are in Spanish, and bilingual materials
- More videos, CD's
- A meeting room with kitchen
- ESL classes
- A place for their children to go after school

People with disabilities

- More space
- Accessible restrooms
- Accessible computer desks
- A place to eat and drink

Butte Valley Community Team (Proposition 10 Committee)

- Attractive space for children and their parents to spend time
- Preschool materials (story boxes, toys, etc)
- Preschool story times and a space for them
- Literacy training and materials for parents
- Meeting space for their own meetings

Volunteer Fire Department

- Space for continuing education programs that has necessary computers, VCR

Butte Valley Friends of the Library

- More space
- An attractive facility that can be a source of community pride
- Meeting room for the community
- More materials of all types
- Accessible restrooms, furnishings, etc.
- Storage space for their book sale materials
- Location closer to schools
- A place for children to go after school
- Wall space to display works by local artists

4. Types of Services to be offered.

General services. General library services, including circulation of cataloged and uncataloged materials, an integrated catalog, electronic databases, interlibrary loan and reference assistance, will be provided at the Dorris Library. In addition, the library will provide the following:

Children's story times and other programs. A regular story time will be held weekly, and summer reading programs will be provided. Additional programs may be provided in conjunction with other organizations. The current library manager also provides musical programs for children, but that cannot be guaranteed if she leaves the position.

Toy Library. This service is offered in cooperation with the Siskiyou County Child Care Council. Parents and childcare providers may select toys from the Council's catalog and have them delivered to their local branch library.

Young adult services. Other libraries in Siskiyou County do not have specified young adult areas, although they have YA fiction collections. The Dorris Library will not have a separate room, but it will have a designated area that is intended to appeal to young adults. Its YA fiction collection will be larger than that of other branch libraries, in a particular effort to attract middle and high school students to this library. A greater than normal effort will also be made to provide entertainment materials and programs for this age group. Other than the Homework Center, there will not be computers specifically designated for young adult use, but they will have access to the library's six public computers.

Homework Center. In partnership with the Butte Valley School District, the library will provide an after school Homework Center during the school year in its Multipurpose Room. This center will be staffed by District staff and/or volunteer tutors that they have trained. It will include computers that have Internet access plus software provided by the School District to meet the specific needs of students.

Spanish Language and Bilingual Collection. The County Library will apply for grant funds to purchase a collection of one thousand items that are either in Spanish or bilingual, to meet the needs of Spanish speaking adults and children in Butte Valley.

Literacy Collection and Programs. The School District Board and the Butte Valley Community Team are particularly concerned that the library meet the needs of community members that need to improve their reading, math and computer skills. The library will work with those groups to provide appropriate materials and programs. One area of particular concern is school readiness. Efforts will be made to reach parents of infants, toddlers and preschoolers to encourage them to share books with their children.

Multiple Purpose Room. This space will be provided for the Homework Center, and for the use of any community groups or organizations that wish to hold public meetings or provide programs. Use of the room for cultural and educational programs will be actively encouraged by the Friends of the Library and the library staff.

Food and Drink. Siskiyou County libraries generally allow no food or drink, other than water. The Dorris Library Building Committee was asked repeatedly by interest groups to provide options, but decided that in the library itself they still did not wish to allow food or drink. The compromise solution is to place an accessible table in the Library Entrance where people may consume food. During meetings people may have food in the Multipurpose Room. A full kitchen was requested by the Hispanic interest group and the Seniors group, but this request was considered and rejected by the Building Committee. They decided that full meals were beyond the scope of the library's mission, and would lead to unacceptably high building and maintenance costs. On an experimental basis, food may be allowed in the Multipurpose Room while it is in use as a Homework Center, but that has not been decided.

Implementation:

STAFFING

This is an ambitious plan that depends heavily on cooperation with the Butte Valley School District, the Butte Valley Friends of the Library, and volunteers. The staffing pattern for the library is expected to be the following:

LIBRARY:

Library Staff:	Noon to 5 p.m. 11 a.m. to 4 p.m.	Monday and Tuesday Wednesday
Library Volunteers:	4 – 5 1 – 5	Wednesday Thursday and Saturday

HOMEWORK CENTER:

School personnel and/or volunteer tutors: 3 – 5 Monday through Thursday

The above hours are minimal. Efforts will be made to increase them through grant funding.

In addition to the above hours, volunteers will assist the library manager by providing weekly story times, or staffing the Circulation Desk while she provides story times. Volunteers will also assist with publicity for the library and programs.

MULTIPURPOSE ROOM HOURS. The Multipurpose Room can be available for scheduled use to community groups when the library is closed. The Library Entrance has a separate door to that room, and the rest of the library can be

locked to prevent unauthorized access. The restrooms will be located off of the entrance, and accessible if the library is closed but a meeting is scheduled.

COLLECTION:

The Dorris Library collection of materials will grow over a period of years. Its basic collection can grow quickly because materials can be transferred from other libraries in Siskiyou County. The Dorris Library currently has about 3200 cataloged items. Similar branches have 6000 to 12,000 items because they have more space, but they are crowded. It is of course not the intent of the County Library to fill the new Dorris Library with old materials. The Library weeds aggressively and does not attempt to maintain a specific collection size, or achieve a specific size, by using outdated and unwanted books.

In order to open the new Dorris Library with some of the new materials it requires in place, the County Library intends to apply for grants. It particularly expects to apply for and receive a \$15,000 grant for materials that are in Spanish or bilingual. The County Library will also apply for grant funding, probably through the McConnell Foundation, for recreational materials such as young adult novels, CD's and videos, and literacy materials. The library expects to receive funding from the Butte Valley Community Team for children's materials, including story boxes and other program aids.

In other areas of collection development, the County Library's traditional buying patterns are appropriate for Butte Valley. The library emphasizes materials in these areas:

Popular fiction and nonfiction, including biographies

Practical self-help books on subjects such as automotive repair, carpentry, plumbing, gardening, etc.

Large Type books

Books on cassette (or CD)

Children's materials, including picture books, videos, books on cassette

Basic reference sources, such as encyclopedias, almanacs, etc.

The Butte Valley Unified School District is not expected to contribute significant numbers of items to the Dorris Library for its collections, but its contributions will be important to the success of the Homework Center. Appropriate curriculum materials can be included in the collection, either temporarily or as cataloged items that become part of the library's permanent collection. Teachers may place library or nonlibrary materials on temporary reserve at the Dorris Library for the

use of their students. These options are not provided to schools as a general part of the library's services, but will be implemented in Dorris in order to support the Homework Center.

It is expected that the library will open with approximately 6,000 cataloged items on its shelves, and increase that number by 10 to 20 percent per year until the collection reaches its appropriate size.

THE HOMEWORK CENTER

The Homework Center was selected as the primary joint venture between the School District and the Dorris Library because the District Board and Superintendent view it as the most pressing need. Students in the District often come from homes that are economically and educationally impoverished. They do not get homework assistance at home, and often do not have access to books, reference materials or the Internet at home. The District needs partners in its efforts to help students overcome these hardships and achieve academic success. The combination of school staff and volunteer tutors that can be implemented using the library's Multipurpose Room should be a very effective supplement to the school's efforts. The Homework Center also helps the library in its efforts to convert students who currently never step foot into the public library into library users and supporters. The library could not offer this service without the cooperation of the School District.

The Cooperative Agreement between the Butte Valley Unified School District and Siskiyou County Library is intentionally somewhat general. Both entities wish to be sure that the Agreement is reviewed prior to the opening of the new library, and that the plans made at that point reflect the needs of students. One advantage to working in a rural area with small populations is that organizations can be flexible, and make sure that their services are meeting the needs of the majority of people they are trying to reach. The Cooperative Agreement includes the provision that the School District will provide a liaison for the Homework Center, and an Advisory Board. The staff person, the Advisory Board, the Dorris Library manager, the Siskiyou County Children's Librarian and the County Librarian will confer regularly to assure that the Homework Center is successful.

The Butte Valley Unified School District Board and Superintendent are very interested in also providing literacy classes and programs in the Library's Multipurpose Room, but cannot commit to a schedule for those events this far in advance.

The Siskiyou County Board of Supervisors strongly supports the City of Dorris efforts to build a new library facility for Butte Valley. They cannot commit to increased staffing for the branch at this time, but they encourage an active volunteer program to meet the increased efforts and usage of the library.

Use of volunteers in the Dorris Library has already increased from two to 12 people because of the excitement over this project and the enthusiasm of the library manager. As a result, Saturday hours and computer training have already been added to the library's services. This kind of response is exciting, and is expected to grow when the new library becomes a reality. It will truly be a community collaboration.

5. Jurisdiction-wide service.

Due to economic constraints and the vast service area of 6287 miles that the Siskiyou County Library has to cover, library services in the County are very basic, but they are offered at twelve locations. The library concentrates its efforts on meeting the reading, informational and technology needs and interests of its patrons. The library provides the following services at all branches:

Administrative support. The County Librarian also functions as the primary liaison for branch libraries, but other librarians and staff also support branch libraries by answering questions, filling supply requests, managing payroll, etc. The Children's Librarian visits the branch libraries monthly to provide programs, collection development and training.

Collection development. Current popular fiction and nonfiction titles are rotated among branches to assure that each branch has new materials available. Patrons may request materials also.

Circulation of adult and children's materials, including magazines, books on cassette or CD and videos (all branches have an online circulation system. Scott Bar, which is a library outlet within the local post office, uses a manual circulation system, but does provide a public access computer with Internet capability)

Deliveries to branch libraries once or twice per week that include requested materials, rotated items, supplies, etc.

Interlibrary loan, including access to the North State Listen In and Video collections

Internet access, including access to e-mail

Online catalog and request system (also available from home computers with Internet access)

SOS—A Directory of social services available in Siskiyou County, developed and maintained by the library staff

Local history electronic databases, developed and maintained by staff and volunteers

Reference and readers advisory assistance

Branch library staff are trained to give basic reference assistance. The main library in Yreka has a professional reference librarian available all of the hours it is open to assist patrons in that library and in the branches, via instant message, e-mail, phone and fax.

Toy Library (through partnership with the Siskiyou County Child Care Council, not available at every branch library)

Additional services vary according to the needs of local communities, the space in the branch, and the efforts of the local library staff and volunteers. Weekly story times and summer reading programs are offered at most but not all of the library branches. Some branches have Friends groups that provide programs and additional services.

Computer training is provided by an Information Specialist 20 hours per week at the Yreka Library, and by extra hire staff or volunteers in several other branch libraries. In the Dorris Library volunteers provide training.

This project fits into the overall plan of library service for Siskiyou County. It is the County Library's intention to provide basic library services for everyone in the county, and encourage communities to augment those services as much as possible to meet the needs of their citizens.

TECHNOLOGY DESCRIPTION AND EXECUTIVE SUMMARY

This explanation required less than two pages, and therefore is also presented as the Executive Summary.

6. Technology. Technology is an integral aspect of the Library Plan of Service, for Siskiyou County and for the Dorris Library. The County Library website, already available on the Internet, provides access to the library's online catalog, its community services directory, the Magazine Index, and local history databases. All Siskiyou County Library staff members have access to the website on their staff computers, in addition to access to the library's online circulation system. All libraries also provide Internet access on public computers.

The new Dorris Library will have four public access computers in addition to the two Gates funded computers it currently provides. Since the current computers are in use virtually all of the hours the library is open, and requests for computer time exceed the hours available, the need for additional computers is obvious. Dorris Library is the only organization in the Butte Valley area that provides public Internet access, and most residents cannot afford to subscribe to services at home. The computers will provide access to the Internet, e-mail, Microsoft Office and general Windows programs. Additional software may be added as needed, with approval from the County Librarian.

In most Siskiyou branch libraries patrons do not try to take online courses if they have to depend entirely on the library's public access computers because they cannot be sure to have enough time available to them. People in Butte Valley will be encouraged to use the library's computers for this purpose, and the number of computers should be adequate to meet the demand. If not, more computers may be added, policies may change to accommodate their needs, or the Homework Center computers may be made available for additional times.

The Dorris Library offers volunteer computer trainers to encourage computer use and computer literacy. Every effort will be made to offer this service in Spanish as well as English, although that is not currently available.

The Multipurpose Room and Homework Center will have four additional computers specifically designated to support the Homework Center. These will have all of the capabilities of the public computers, plus software provided by the Butte Valley Unified School District to support their K-12 curriculum, their literacy programs, and their general computer literacy efforts. The School District will provide training to volunteer tutors so they can effectively assist students who use the computers during Homework Center hours.

The infrastructure to support the library's public access computers will include the necessary routers and connections. DSL connections are anticipated for the public access computers because wireless technology and cable modems are not available in the area. Cat 5 cabling will be used to connect the computers.

Every effort will be made to install the best technology available at acceptable costs when the library is built, so specifications are intentionally general at this time.

Unless technological options improve, the Dorris Library staff computers will continue to operate on a 56k dedicated line that connect their workstation(s) to the library's wide area network. The cost of that connection is high, about \$500 per month currently. Once the public access computers are no longer sharing the 56k connection, the staff computers will be tolerably fast. If better technology becomes available at a comparable price, it will of course be used.

MAINTENANCE OF COMPUTERS

Siskiyou County Library is very independent in its efforts to install, configure and maintain computers. Three staff members are able to provide telephone assistance to branches, go to the branches to troubleshoot more difficult problems, or work on branch workstations that are sent in to Yreka. The Library has an excellent record of continuous service, with computers being operational over 95% of the time.

The County Library staff also maintains the library's website, which was developed by a staff member. Staff members continually update and develop the library's SOS directory of social services, and volunteers continually update the library's Newspaper Index and local history databases.

In addition, the Library has assistance from the following:

Siskiyou County Data Processing Department. The Library pays for services from the Data Processing Department. They troubleshoot network failures, assist in software and hardware installations as needed, and maintain the library's Internet access via Pacific Bell. They would assist with PC maintenance, but the library does not require help in this area.

The Library Corporation. The Library pays \$19,000 per year for software support and updates for The Library Corporation integrated catalog software. TLC provides general maintenance and upgrades for the software, plus customer support. Branch library managers generally receive assistance from the County Library staff first, then contact The Library Corporation as needed.

Volunteers. The library is very careful in its use of volunteers to maintain or troubleshoot computers, but occasionally a volunteer is entrusted with this responsibility. This may be a more common occurrence in Dorris, which has a successful program of volunteer computer trainers.